

I filed a complaint with the FCC Form 475:10245203 against Direct TV for withdrawing money from my checking account for equipment I did not order and did not receive. They agreed to pay both the amount withdrawn and all Non Sufficient funds charges. They did credit me the amount for the equipment, but not the NSF charges. They assured me that they would within 10 days, which was January 5, 2004. I called numerous times, faxed bank documents 4 times and never received a response. I kept calling and spoke with 4 separate supervisors who assured me that it was being taken care of. Today, February 19, 2005, I called and spoke with Rod who said the case was closed and they were only refunding me \$30.00, not the \$433.00 they originally promised. I have bank statements and documentation to prove that all these overdraft fees were caused by their unauthorized withdrawal. Rod said they can take money out of my account as long as they have my account number and that they are not authorized to refund these NSF funds. He said they received the complaint that I filed with you but they would only refund me the \$33.00. Please help me pursue this matter further, for my next step is to take them to small claims court.

Thank you,

Kristin Kroll 312-451-4020